

LOST/DAMAGED MATERIALS FEES, RECEIPTS AND REFUNDS

FEES FOR LOST/DAMAGED MATERIALS

Patrons reporting lost material will be required to pay the cost of the item as listed in the computer or the average retail price for that type of material - whichever is higher - plus a processing fee. In addition to paying for the material, individuals losing catalogued library material will also be responsible for paying a processing fee to cover the costs associated with removing the item from the collection and preparing a replacement. Fees will be set by Administrative staff based on average processing costs.

Rather than paying for lost Elmhurst Public Library materials, individuals have the option of purchasing a new replacement copy for the Library and paying the processing fee. This does not apply to lost or damaged items obtained through LINKin or Interlibrary Loan.

When material has been damaged beyond repair, and the replacement cost has been paid, ownership of the material may revert to the patron on request, if the Library can no longer use the material.

RECEIPTS

Receipts are issued at the time of payment for lost material. A receipt listing the price paid for the material and any fees collected will be given to the patron.

REFUNDS

No refunds will be issued for lost materials that have been paid for by a patron. Once an item has been paid for by a patron, ownership of the material reverts to the patron.